



PATIENT FINANCIAL POLICY

In an attempt to better communicate with our patients we are providing you with our standard financial policy.

During your office visit:

- Co-pays are due at the time of visit as outlined in your insurance policy
- Account balances will also be addressed as part of the check-in or check-out process if a balance is present on a scheduled follow up appointment. It is requested all balances are paid at that time. Addressing account balances as they occur will help you to budget smaller amounts at a time.
- For out of network plans or high deductibles you may be asked for a deposit towards treatment or to pay the insurance allowable rate at the time of service

Private Pay patients:

- Initial visit: standard request is \$450 deposit towards treatment unless otherwise noted. Obviously, if charges are less, you will be charged less
- Payment is due at the time of service
- Courtesy Discount for time of service payment is honored
- Courtesy Discount percentage is determined by physician after evaluating your overall treatment plan

Medicare Only:

- Patients with Medicare only (do not have a 2nd insurance to balance bill) are requested to pay the 20% Medicare allowable at the time of service

Surgery/Treatment Estimates:

- Should your physician recommend surgery or any large treatment plan each patient will be provided with an estimate and financial counseling as it pertains to any out of pocket portion prior to these services being rendered
- Any out of pocket estimated will be requested in full as a deposit towards treatment. Usually this is collected during your pre-surgery visit or on the initial treatment visit for non-surgical care
- If there is a remaining balance after the deposit is applied to the specific service your account will default to the terms as listed below
- The estimate is based on your eligibility and benefit coverage as offered in your insurance policy (Note: This is not a guarantee of payment by your health insurance. Final determination is made when the billing claim is actually received and processed by them) If denied, you will be responsible for payment in full under the payment terms as listed below

CHICO ORTHOPAEDIC SURGERY PATIENT FINANCIAL POLICY, CONTINUED

Payment Terms after Insurance Responds:

- Payment Terms are Net 30-90 days depending on the size of the balance
Typically the balances vs. terms are as follows:
- \$75 or less due within 30 days of first statement
- \$76 to \$200 due within 60 days of first statement
- \$200-\$360 due within 90 days of first statement

These terms and conditions will automatically be applied once a balance due reflects on your account unless otherwise previously arranged. *Note: you may not receive more than 3 statements.*

Special Circumstances:

- For larger balances that can not be paid off within a 90 day payment plan or when an unexpected financial hardship occurs (loss of job, illness, etc), individual plan agreements can be requested. These requests will be directed to our practice manager and handled on a case by case basis
- We do ask that the new agreement be requested within the first 30 days of the receiving the first statement whenever possible. If you do not call or come in to make this arrangement within this time period your account will default to the Net 30-90 day terms as noted above

Communication:

- If at any time you are unable to make your scheduled payment it is important that you communicate with our office. This keeps us informed and shows your good faith to resolve your account as soon as possible.

Credit Bureau:

- In the event your account is neglected this could result in filing your account with our National Credit Bureau Agency
- Any filing fees we are charged by the credit agency will be added to your outstanding balance
- Interest charges could also be applied of 18% or annual percentage rate or a minimum charge of .50 cents

The physicians and staff at Chico Orthopaedics value the power of communication. We believe it helps develop strong patient/physician relationships in order for all of us to be successful. If you at any time have a question regarding our standard financial policy or any other issue as it pertains to your treatment we encourage you to let us know. We value your questions and concerns and strive to encourage a great treatment outcome.

Thank you for choosing Chico Orthopaedics.